




# ZIMBABWE REVENUE AUTHORITY

## QUALITY POLICY

The Zimbabwe Revenue Authority (ZIMRA) derives its mandate from the Revenue Authority Act [Chapter 23:11] and other subsidiary legislation. Its mandate is to collect revenue, facilitate trade and travel, advise Government on fiscal and economic matters and protect civil society.

ZIMRA is committed to providing quality service to its stakeholders and customers through: -

- Implementing the Quality Policy in line with ZIMRA's vision, values and strategic commitments, particularly to provide timely, accurate and convenient service;
- Upholding ethical business practices and strict customer confidentiality by complying with all applicable legal and regulatory requirements;
- Embedding risk management in all processes by planning and implementing actions to address risks and opportunities, increasing the effectiveness of the Quality Management system;
- Setting quality objectives in line with customer focus and stakeholder interests and achieve them through continually improving services and key business processes within the framework of the ZWS ISO 9001:2015 Quality Management System;
- Periodically reviewing the performance of the Quality Management System, the Quality Policy and objectives to ensure their continued applicability, effectiveness and suitability to achieve strategic goals and client satisfaction target;
- Allocation of suitable and adequate resources for the effective operation of the business processes and activities;
- Fully enhancing employees' competences by providing appropriate skills development and training;
- Fully utilising employees' talent and dedication in achieving strategic goals and recognizing employee achievement;
- Empowering and motivating all employees;
- Maintaining a good corporate image; and
- Communicating to and ensuring the Quality Policy is understood by all employees and available to all stakeholders

  
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**Board Chairman**  
Anthony Mandiwanza

  
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**Risk Committee Chair**  
Ruth Ncube

  
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**Commissioner General**  
Regina Chinamasa

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